



# Frederik Unser

Gross-Gerau, Deutschland • +49 171 644 6413  
[business@frederik-unser.com](mailto:business@frederik-unser.com) • [LinkedIn](#)

***Accomplished professional with experience in ensuring seamless operations, leading high-performing teams, and managing complex projects within specified timelines and budgets.***

Demonstrated expertise in overseeing video, and event solutions with focus on cost reduction and service enhancement. Analytical thinker with keen ability to identify opportunities for improvement, provide end-user support, and implement system architectures to meet technical, commercial, and regulatory requirements. Capable of facilitating solutions of hardware and software to deliver exceptional customer experiences. Proficient in navigating complex technical challenges, securing contracts, and improving business processes. Skilled in building strong relationships with stakeholders and staying in touch with emerging technologies and industry best practices to drive innovation and maintain competitive edge.

## Areas of Expertise

- Video Conferencing Solutions
- Large-Scale Event Co-ordination
- Team Leadership & Development
- Service Delivery Excellence
- Continuous Process Improvement
- Digital Transformation Strategy
- Data Protection & Encryption
- Stakeholder Engagement
- Project Lifecycle Management
- IT Infrastructure Optimization
- Resource Allocation & Budgeting
- Procurement & Contract Negotiation

## Career Experience

Opel Automobile GmbH (Stellantis), Rüsselsheim, Germany  
Global Lead for Digital Events & Video Conferencing, (2023 – Present)

2017 – Present

Manage provision of video conferencing and event solution services. Direct initiatives with aim of enhancing digital services such as digital signage. Lead diverse team of over thirty members, including internal and external staff. Oversee mobile communication services, including device and contract administration.

### **Key Achievements:**

- Bolstered organisation's hybrid work approach by developing collaboration protocols for office environments.
- Established and upheld event logistics and digital collaboration infrastructure.
- Uncovered areas for enhancement and ensured optimal service delivery standards by assessing existing services.

Team Leader Voice & Video, (2017 – 2023)

Headed projects involving execution, upgrades, and migrations of voice and video technologies. Offered training and development opportunities for team members to stay updated on emerging technologies and best practices in voice and video communications. Ensured compliance with security standards and protocols for voice and video communications, including data protection and encryption measures.

### **Key Achievements:**

- Facilitated telephony, video conferencing, and large-scale events with 10K+ attendees by leading European team.
- Secured 50% reduction in costs by negotiating voice contracts companywide and partnering closely with procurement and service providers.
- Successfully implemented IP and softphone standards to replace 40K PBX phones and promoted seamless migration to contemporary technology.
- Saved 2M+ euros annually by setting standards in telephony and events.

Developed project plans, including scope, timelines, budgets, and resource allocation. Consulted with internal and external stakeholders to ensure alignment of project goals, expectations, and deliverables. Facilitated clear communication channels among project team members, stakeholders, and senior management to provide regular updates and confirm transparency.

**Key Achievements:**

- Maximised tenfold faster turnaround times, increased business value, and attained cost savings by directing four Data Centre transitions for IT-Insourcing and co-ordinating resource deployment across companies.
- Saved over 4M annually by assisting network operations for mainframe centralisation projects with strict constraints and timely delivery plans.
- Enabled high-quality decentralised voice and video consumption throughout Europe by devising local IT communication infrastructure and WAN/SIP links.

## Additional Experiences

Project Manager & Consultant, HP Enterprise Services Deutschland GmbH, Rüsselsheim, Germany

Project Manager & Consultant, HP Enterprise Services UK Ltd, London, UK

Project Manager (Infrastructure Analyst), EDS O.S. GmbH, an HP Company, Rüsselsheim/Mainz /Dudenhofen, Germany

Project Manager Associate (Infrastructure Associate), EDS O.S. GmbH, Rüsselsheim, Germany

IT Specialist Apprenticeship, EDS O.S. GmbH, Frankfurt Main & Rüsselsheim, Germany

In-house emergency call assistant, Red Cross / Deutsches Rotes Kreuz (DRK), Mainz, Germany

IT support, Südwestrundfunk (SWR), TV & Radio Station, Mainz, Germany

## Education & Certification

Master of Science in Information System Management, Salford University, Greater Manchester, UK

Bachelor's Degree in IT-Specialist, IHK (Chamber of Commerce & Industry), Darmstadt, Germany

Vocational/Trade School as part of apprenticeship as IT Specialist

Project Management Professional (PMP)

PRINCE2 Foundation (Projects in Controlled Environment v2)

ITIL version 3 Foundation

## Training & Publications

Industry 4.0 Training, EDx - Massachusetts Institute of Technology

Lean Six Sigma Training & Six Sigma Certification

Dissertation March 2019: "The impact on knowledge management when small to medium non-profit organisations move from local information systems to cloud or decentral information systems"

CCI – Final Examination: "Design of a customer network for a warehouse in Gonesse, France."

High School Extracurricular Academic Activity: "Development and distribution of current significance coding languages "

## Languages

German (Native) | English (Advanced) | French (Basic)